



NEWS

United States Consulate General

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FOR IMMEDIATE RELEASE

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U.S. Consulate General Announces New Appointment System

The U.S. Consulate General is pleased to announce an appointment system for American Citizen Services (ACS) and a changed pickup schedule for passports which will improve its service to the public.

Opening Hours

ACS window hours are 9:00 a.m. to 11:00 a.m. on Monday, Wednesday, and Friday. We are closed on Tuesday, and Thursday except for passport pickup and emergency situations. Applicants for a Non-Immigrant Visa must pick up their passport with visa during these hours.

Passports

Most passport applications must be made in person at the ACS office of the Consulate. New passports are generally issued within one to two weeks and must be picked up during regularly scheduled ACS hours. Limited validity emergency passports may be issued in special circumstances.

Appointment System

To better serve customers and reduce waiting times, all routine services in ACS are by appointment only.

- Passports for minors and adults - renewal, lost/stolen, first issuance.
- To add visa pages to a U.S. passport.
- To apply for a Consular Report of Birth Abroad (CRBA) and first U.S. passport for children.
- To return to submit additional documents for a pending CRBA application.
- Notarial service.
- Other services not already specified.

We recommend you make an appointment by e-mail at ACSCuracao@state.gov. You may also call for an appointment at 011-5999-461-3066 and ask to speak to the Consular section.

Please arrive at least 15 minutes before your appointment time to allow sufficient time to clear security and enter the waiting room. Please be aware that mobile phones and weapons are not permitted to enter the Consulate compound. We ask that these items be left outside to speed entry to the Consulate. All bags must be searched.

Scheduled appointments will be automatically canceled for applicants who arrive after their scheduled time. Applicants who arrive late must make a new appointment. Emergency cases will be considered on a case-by-case basis.

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<http://curacao.usconsulate.gov>